

NCID/CJLEADS ACCESS HIGHLIGHTS SHEET

INTRODUCTION

As an administrator of NCID and CJLEADS, many tasks and functions will be expected of the admin by both DIT and your agency. This quick reference highlight sheet will guide an admin through the process of creating an NCID User ID and granting the proper access in CJLEADS for users that either have never had access to CJLEADS or have transferred with previous access to CJLEADS.

Click on an option for easier navigation:

[Employees **Without** Previous CJLEADS Certification](#)

[Employees **With** Previous CJLEADS Certification](#)

NCID/CJLEADS ACCOUNT CREATION

FOR EMPLOYEES WITHOUT PREVIOUS CJLEADS CERTIFICATION

NCID (CREATE NEW USERID)

**** Please note, these steps only apply to a non-State Government agency. State agencies have NCIDs assigned when hired ****

1. Login to **NCID** <https://ncid.nc.gov>
2. Select **Request Access Button**
3. Select **Create Employee Account**
 - a. Once in this section all sections are recommended to be filled out however, only asterisks are mandatory
4. **First Name, Last Name, Email, Work Phone, and Employee Type are mandatory fields**
 - a. Note: all fields are business information and not personal information
5. The Password field is a **Temporary Password**
 - a. This should be an easy Password as the user will set a permanent Password
6. Click on **Create User**
 - a. The system will generate a User ID
 - b. **It is the Administrator responsibility to ensure that the User receives this ID and Temporary Password**
 - i. The user will need the <https://ncid.nc.gov> website as well
 - ii. The user will log into NCID and follow the steps below to claim the ID

CLAIM THE NCID

Once the NCID Administrator has created the user account, the next step falls to the user. **The user must now claim the account in NCID to make it active.** They will need to complete the following upon logging into NCID:

1. The user logs into NCID, <https://ncid.nc.gov>, with the Username and Temporary Password that the administrator created

- a. **The user has 14 days to claim to this account before it is automatically deleted**
2. They will be prompted to answer 5 security questions upon logging in
 - a. **This is the user's responsibility**
 - b. The answers are case sensitive, need to be greater than 4 characters, and to avoid any errors only answer one question at a time
3. Create a permanent Password
4. **To verify: The user can log out and log back into NCID with the User ID and New Password**
5. Once completed, the user informs the administrator that the account has been claimed

CJLEADS ACCESS

After the NCID account is claimed, the administrator can now link CJLEADS access to the ID. The steps to grant CJLEADS access to the user are as follows:

1. Go to <https://cjleads2.ondemand.sas.com/Admin2/>
2. Log in using NCID ID and Password
3. Multi Factor Authenticate (MFA) into this section (now as a level of security)
4. **Search by User ID, Email, First Name or Last Name**
 - a. User ID and Email are specific to the person and easier in the system
5. Select whichever Search Criteria you prefer
6. In the Search For field: Type the search information that you selected
7. Click on Select or hit Enter
8. The Return Search information displays (up to 100 results)
9. Find the user and double click on the record (If the search returns only one result, the detail screen will automatically populate)

USER DETAILED SCREEN

1. The upper section is the data that is pulled over from NCID
 - a. The left side is the address/phone/email
 - b. The right side is organization and account claimed as well last date CJLEADS used
2. The bottom section is where you give CJLEADS access by checking the box: **Allow Access to CJLEADS**
 - a. **Note: Admins will not be able to Allow Access to CJLEADS if the user has not CLAIMED their account**
3. Choose the appropriate role from the dropdown list: **CJLEADS Roles**
4. **Click on Save**

*****IMPORTANT***IMPORTANT*** After clicking save on the user detail screen, the user will need to wait 12 – 24 hours before completing the Multifactor Authentication process below. This wait time is needed for the accounts to sync appropriately*****

MFA ACCESS (Multi-Factor Authentication)

1. **This is the user's responsibility to set up**
 - a. The user will navigate to the **Multifactor Authentication Portal**. It can be found using the following steps:
 - i. Visit our website <https://it.nc.gov/CJLEADS>
 - ii. Navigate to and click on the **Account Management** card (gold in color)

- iii. Navigate to and click on the **Multifactor Authentication** card (also, gold in color). This will open the Multifactor portal to allow the user to log in and set this up.
 - b. The user will log in using the **NCID User ID and Password**
 - c. The system will then prompt them to **choose their method, verify the method, and set up MFA security questions.**
2. For assistance with setting up MFA and understanding available methods, please refer the user to the following MFA guide: [Multifactor Authentication User Guide](#)
This Guide can also be found under **Account Management** from the CJLEADS website.

CJLEADS TRAINING

The user is now able to be signed up for CJLEADS Training. **This step should only be completed after Multifactor Authentication has been set up.**

For information on how to register students for CJLEADS Training please visit <https://it.nc.gov/programs/cileads/cileads-training-registration>

Before you sign a user up for CJLEADS Training, please make sure to review the CJLEADS Training Registration User Guide. I have linked that here: [Training Registration User Guide](#)

For any other training inquiries, please contact our CJLEADS Training team at cjleadstraining@nc.gov.

Customer Support Information

The GDAC Admins are available during working hours to assist with any questions or issues that may arise. We can be reached by email at Gdacadmin@nc.gov.

Production Support Services are available 24 hours a day, 7 days a week to answer questions and resolve issues for CJLEADS users.

Production Support Services Contact Information:

Email: cjleadshelp@nc.gov

Phone: (919) 754-6949

FOR EMPLOYEES WITH PREVIOUS CJLEADS CERTIFICATION

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CJLEADS TRAINING

Placing a User in class is NOT necessary if they have already taken CJLEADS previously!

Since the user has already completed CJLEADS Training, at this point send an email to cjleadshelp@nc.gov.

State in the email: Users current NCID, Users first, middle, and last name at time of training, Name of Agency where training was completed, and approximate date/year of training.

Once training is verified by a CJLEADS staff member, the account will be updated.

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